



**KING COUNTY**  
**PROJECT/PROGRAM MANAGER IV**  
**(HUMAN RESOURCES QUALITY ASSURANCE/AUDITING)**  
**DEPARTMENT OF EXECUTIVE SERVICES - HUMAN RESOURCES DIVISION**  
**Annual Salary Range: \$65,287 – \$82,754**  
**Job Announcement: 04MZ4529**  
**OPEN: 8/25/04                      CLOSE: Open Until Filled**

**WHO MAY APPLY:** This position is open to all qualified candidates.

**WHERE TO APPLY:** Resume and letter of interest can be sent via e-mail to:  
[KCResumes@metrokc.gov](mailto:KCResumes@metrokc.gov) **OR** a resume and letter of interest can be mailed to or dropped off  
at: King County Human Resources Division, 500 4<sup>th</sup> Ave., Rm. 450, Seattle, WA 98104.

**FORMS AND MATERIALS REQUIRED:** Submit a resume and letter of interest detailing your background and describing how you meet or exceed the qualifications. Resumes will be reviewed for relevant education and experience. The most qualified applicants will be invited for an interview. Those applicants who get through the first screen may be asked to submit additional information at that time. Any questions should be directed to Rosalind Monteros at (206) 296-8593.

**WORK LOCATION:** The position is in the Department of Executive Services, Human Resources Division, located at the King County Administration Building, 500 Fourth Ave., Seattle, Washington.

**WORK SCHEDULE:** This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. The work week is normally 8:00 a.m. to 5:00 p.m. Monday through Friday.

**POSITION SUMMARY:**

This position is part of the design and implementation team for the Human Resources Quality Assurance and Audit Program. The role of this position will be to help ensure that the HR QA program is designed, managed, and implemented in a way that incorporates a quality assurance and auditing framework for all core and support HR processes, ensures compliance with legal and contractual obligations, and assists in the facilitation of process improvement efforts which improve service efficiencies and reduces cost. This has been identified as a critical outcome for the county, and these factors are fundamental to the HR Departments business goals.

**PRIMARY JOB DUTIES INCLUDE:**

- Assist in the design and development of a comprehensive Human Resources (HR) audit and quality assurance function for all core HR processes (to include Employment, Classification-Compensation, Benefits, Employee-Labor Relations, and Training) countywide.

- Assist in the development and implementation of process improvement tools to ensure that HR practices are legally defensible; improve the quality of HR service delivery, accountability, and comply with federal and state law, county code, policy, labor contracts, and other agreements.
- Collaborate with and coach human resources staff in the development and implementation of performance standards, indicators, quality control, and improvement measures across multi-functional HR and departmental lines.
- Identify and develop measurement tools, indicators, and systems technology needed to collect and analyze data and results to determine performance deficiencies in HR practices, policies, and programs.
- Analyze and evaluate results of HR practices and determine causes for weaknesses in HR systems and provide recommendations for solutions, improvement and alignment with industry best practices.
- Assist in the development of a culture of voluntary compliance by creating partnerships through coaching, education and identification of strengths and opportunities for improvement.
- Work with diverse groups of employees including HR managers, staff and Cabinet; representatives of the Prosecuting Attorney's Office and the King County Executive Branch Auditor.
- Participate as member of the Quality Assurance Council.
- Develop detailed project work plans, perform audit surveys, plan audit field work, analyze data, conduct research, develop reports and make presentations.
- Develop tactics to navigate effectively through political issues, conflict, priorities, historical practices and situational factors to facilitate and implement high-quality process improvement initiatives and solutions.
- Make presentations, communicate clearly and effectively both verbally and in writing; communicate results and program status using charts, graphs, software programs, and other visual aids.
- Perform special project work as assigned.

### **QUALIFICATIONS:**

*Successful candidates must have a Baccalaureate degree in Public Administration, Human Resources, Business Management OR a closely related field and four (4) years of relevant experience demonstrating the qualifications listed below OR any equivalent combination of the required education or experience.*

- Knowledge of performance auditing and quality management concepts and tools used to analyze data, interpret results, and identify causes for service delivery and performance deficiencies; recommend and/or implement corrective measures.
- Knowledge of core HR functions, processes and practices that impact accomplishment of goals, strategies, and output from a performance measure/quality assurance perspective.
- Skill in utilizing auditing and quality assurance diagnostic and evaluation tools to assess core and support HR functions, processes, and outcomes to ensure consistency, quality service, and compliance with county policy and other requirements.
- Skill in using project-management tools and data management software to track program status, collect data, report results and move a project from inception to completion.

- Demonstrated experience implementing performance measurement systems.
- Demonstrated ability to develop performance standards, audit criteria and performance indicators that can be analyzed, monitored, and evaluated using quality assurance techniques and tools to improve HR performance, customer service delivery, and process efficiencies.
- Demonstrated ability to design and implement a QA process and auditing function that is integrated with HR core and support systems, functions, programs, and processes.
- Works on one or two dual tracks as a highly specialized technical expert and/or a manager of a multiple-component program.
- Responsible for prioritizing program goals/objectives; frame the laws and conditions for the programs; ensure that the program maintains compliance with laws; identifies budgetary needs.
- Demonstrated ability to navigate effectively through divergent interests, political issues, priorities, historical practices and situational factors to facilitate implementation of high-quality process improvement initiatives.
- Demonstrated ability to develop and promote a culture of voluntary compliance through coaching, education, accountability, effective problem analysis and resolution.
- Ability to work with diverse groups of employees including HR managers, staff, and Cabinet; the Prosecuting Attorneys Office and the Executive Branch Auditor in the development and monitoring of HR programs and systems.
- Ability to make presentations; communicate clearly and effectively; utilize charts, graphs, and other visual aids to communicate results and program status.

**CLASS CODE: 2441400**